

CLAIMS

What is claimed is:

- 1 1. A method for processing an error in a service order in an accounts receivable system where
2 the system includes a database that includes a plurality of error processing selection based on
3 the error type. The database may also vary as a function of the payor for the service order.
4 The system processes the error based on the determined error processing selection,
5 comprising the steps of:
 - 6 a) determining the error type of the error;
 - 7 b) accessing a database including a plurality of error processing selection for different error
8 types to determine the error processing selection for the determined error type; and
 - 9 c) processing the error using the determined error processing selection.